

# Taking A Leap of Faith

## A Project Search Partnership



Todd Reese, Fifth Third Bank

# Presentation Topics

1. Challenges: Management Apprehension and Concerns.
2. Management Strategies: Integration and Internal Buy-In.
3. Return on Investment (ROI): Immediate effect on business culture and staff.
4. Our Team Success: Voices of the Employees.



# Project Search Grad – Right Choice?

- Feelings of Apprehension
  - Training Time
  - Staff Acceptance
  - Do I want to be first?
  - Special Accommodations
  - Performance Concerns



# Project Search Grad – Right Choice? (Cont'd)

- Worth the risk?
  - Missing out on a good thing
  - Who else has done it
  - What is the worst thing that could happen
  - Will management support me
  - Will this be a “here today, gone tomorrow” program



# Management Strategies: Making it Work

## Staff Buy-In and Investment

- Arrival prep meeting
- No Secrets
- Explain Disability
- Educate
- Set Expectations
- Be Pioneers



# Management Strategies: Making it Work (Cont'd)



## Work Hard to Understand Abilities

- Find a fit that is challenging and will allow success through hard work
- Challenge growth
- Cross-train
- Set goals



# Management Strategies: Making it Work (Cont'd)

## Job Coach

- Buy-in and partnership
- Support and Guidance
- Communication liaison
- Educational assistance
- Source of expertise



# Management Strategies: Making it Work (Cont'd)

## Manage without Reservation

- Same standards and rules apply
- Do not expect less, expect more
- Management accountability
- Inclusive environment





# Management Strategies: Making it Work (Cont'd)

## Parents and Extended Family

- Supportive and involved
- Accessible
- Committed to success
- Proactive communication
- Open to new ideas



# Return on Investment

## Department Attitude

- Reduction in complaints about daily work
- Interpersonal relationship growth
- Employee engagement team formed
- Engagement scores increased 20%
- Activity participation rate increases

## Department Attendance

- Overall absences decreased 25% from 2006-2011
- Punctuality a non-issue
- Time reporting

## Education

- Knowledge about disabilities
- Networking opportunities

# Return on Investment (Cont'd)

## Community Involvement

- Special Olympics
- Basketball
- Ball Room Dancing
- Co-worker support/care
- Employee engagement activities
- Opportunity to be ambassador of program

## Productivity and Quality

- Productivity increase of 3% on core process activities (2006-2011)
- Quality increase of 12% (2006-2011)
- Standards maintained on non-core activities (2006-2011)

# Our Team Success

“As a Supervisor, it is great to know that for every one of my employees who graduated from the program, I never have to worry about attendance issues. They are at work on time each and every day, with a positive attitude ready to produce.”

-- Coy Turner, Mortgage File Room Supervisor

“No matter what kind of day you are having, they always seem to lift us up. “

-- Chrissy Vogel, Commercial Loan Workflow Coordinator

“It’s not the disability, it’s the moment. Always my pleasure to work with positive and caring people that make a difference in life everyday.”

-- Barry Clayton, Workflow Coordinator



# Our Team Success

“I have been an employee for almost seven years at Fifth Third Bank. During this time, I have worked closely and in some cases trained some of the project search students who are now employees of the Bank. I can honestly say that their work ethic, dedication and attendance is next to none. I have been blessed to share in this program and hope to see its continued success.”

-- Bobby Harlow, Investor Specialist II

“ I love having the members of project search on my team. They are always willing to lend a hand and are always positive on the job.”

-- Dominic Chiappone, Commercial Collateral Supervisor

“ Working and interacting with our graduates, who are what I believe to be our companies most effective ambassadors, makes a positive impact. It turns a bad day upside-down.”

-- Jennifer Wingate, Consumer File Room Workflow Coordinator



# Our Team Success

“Working with our project search graduates has been a pleasure. They are always very punctual and very excited to get to work. They are always eager to learn something new and take on new challenges. It’s been an honor to work with and learn from our Project Search graduates over the last seven years.”

-- Angela Wright, Document Custody Team Lead

“I never fully understood how powerful diversity could be until I was given the opportunity to join and work in the project search program through my department. What a great opportunity and what a great team of people.”

-- Debbie West, Document Custody Workflow Coordinator

“The project search program allows us to define capability in a whole new way. These kids are capable of so many things that you sometimes have to remind yourself that any disability exists.”

-- Kris Kleehamer, Bancorp Collateral Administration Manager



# Accolades



The Horizon Award is an employee recognition program that rewards top performers in Central Operations, Consumer Bank, Commercial and Consumer Credit, Enterprise Risk Management, EPMO, Information Technology, Investment Advisors, Investment Operations & Technology, and Sourcing! The goal of the program is to recognize the best of the best in the division who are driving the One Bank strategy while making a better tomorrow for our community, customers and themselves. Collin Biddle (pictured right) is the first project search graduate to win the award. Collin is also the recipient of the 2012 Lynn K Sundermann award for personal achievement.





# Accolades

## FIFTH THIRD RECOGNIZED AS LEADING COMPANY FOR EMPLOYEES WITH DISABILITIES:

Fifth Third Bank recently was featured as one of the 2012 Leading Companies for Employees with Disabilities, presented by *Profiles in Diversity Journal*.

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**PROFILES IN DIVERSITY JOURNAL**

MAGAZINE AWARDS CORPORATE CULTURE EDUCATION NONPROFIT GOVERNMENT SMALL BIZ

ADVERTISERS Emerging SRO Leaders Programs, Accommodations, & Training Regarding Workers with Disabilities

**Creating Partnerships and Using Suppliers with Disability Advocation**

MAY 4, 2012 | CORPORATE

**Resourcing Suppliers with Disabilities**

Creating business relationships with other companies who have successful diversity and disability programs promotes your own diversity program. Building relationships with suppliers with disabilities may even give you insight on how to strengthen your own disability program.

Boeing has a longstanding relationship with AbilityOne suppliers and their affiliates. Many of their AbilityOne suppliers or HSNBISH suppliers support manufacturing needs as well as other services. The AbilityOne initiative is comprised of Supplier Diversity personnel throughout the company that are looking for procurement opportunities.

OffitMac is the largest purchaser of chairs from the Chicago LightHouse for the Blind, and also offers Apple Coffee/Arts coffee in their catalog and website.

In efforts to work with the best and brightest of diverse suppliers, Wal-Mart now partners with the National Minority Supplier Development Council and Women's Business Enterprise National Council. They are also a founding partner of the USBLN Disability Supplier Diversity Program and several other organizations across the country that help identify potential suppliers.

KPMG is a founding partner of the US Business Leadership Network's Disability Supplier Diversity Program.

**Partnerships**

By partnering with a company that advocates and supports employees with disabilities, companies send a clear public message about the depth of their diversity and inclusion programs. These companies can give you tips and insights on strengthening your internal disability programming as well.

Since 1998, CSC has been engaged in the CSC/Bender Partnership for Freedom with Bender Consulting Services, Inc. This initiative provides competitive employment to people with disabilities and disabled veterans. CSC has been nationally recognized for its efforts to employ individuals with disabilities.

**Fifth Third champions employees with disabilities by serving as an expert in the Project SEARCH model and assisting other organizations internationally to introduce the program.** The bank raised over half a million dollars to support Project SEARCH. Fifth Third is a corporate sponsor and supporter of many of the Hamilton County Special Olympics events including their annual awards dinner and summer fundraiser.

In January 2011, the National Organization of Disabilities (NOD) and Santa's Club entered into an agreement to support a Bridges to Business Program with a consortium of employees in Northwest Arkansas. The program was established to benefit individuals with disabilities by assisting employers in navigating the workforce development system as it relates to candidates with disabilities, assisting service providers to better understand labor force needs, and working with employers to be better equipped to address individuals with disabilities' employment needs.

OffitMac is partnering with Wegman's, providing input into the development of their Retail Employees with Disabilities Initiative (REDI) and hiring graduates of their program. OffitMac is also acting as business consultant within the College of DuPage as they develop their Associate degree program for individuals with disabilities, teaching life and work skills and providing internships at local companies. This program will be the second of its kind in the U.S. to provide an actual Associate's degree upon graduation.

**Seize opportunities with pride, passion, integrity, the right attitude, and with a touch of fun.**

—Melanie Healey, Group President, Global Feminine and Health Care GBU Procter & Gamble

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# QUESTIONS?

